



University of Nevada, Reno

State of Nevada IDEA, Part C

Annual Family Survey 2009

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Introduction

In 2005 the Office of Special Education Programs (OSEP) announced that state Part C programs must begin reporting family outcome data. Specifically, data is gathered from families that indicate the level that early intervention services helped them:

1. know their rights
2. effectively communicate their children's needs
3. help their children develop and learn

The Family Outcomes Survey is the mechanism for gathering and reporting these federally mandated indicators. The Family Outcomes Survey Project is a cooperative effort of the Part C Office of the Aging and Disability Services Division and the Nevada Center for Excellence in Disabilities (NCED). This is the fourth year the survey has been administered through this collaboration. The Family Outcomes Survey also asks families to respond to questions regarding their overall early intervention experiences in order to enrich the data required by OSEP and program monitoring and improvement.

Bureau of Early Intervention Services

In accordance with the Individuals with Disabilities Education Improvement Act (IDEA), the Bureau of Early Intervention Services (BEIS) operates sites in the Las Vegas, Reno, Carson City, Elko, and Ely areas. Staff at each location provide multidisciplinary, comprehensive family-centered early intervention services. During fiscal year 2008 (July 1, 2007 – June 30, 2008) 3,656 children and their families statewide received early intervention services through Bureau programs. In Fiscal year 2009 (July 1, 2008 – June 30, 2009) 3,814 received services. Nevada Early Intervention Services (NEIS) is a state operated program with offices in the southern, northwestern, and northeastern regions of the state. In addition, two private community organizations, Easter Seals of Southern Nevada (ESSN) and REM Nevada, contract with the state to provide early intervention services in the southern region. ESSN began providing early intervention services in July 2006, and REM in February 2007. Prior to these program additions, all services were provided solely by NEIS.

The Nevada Center for Excellence in Disabilities

The NCED is part of a national network of university programs in developmental disabilities that are federally funded by the Administration of Developmental Disabilities (ADD), U.S. Department of Health and Human Services. The NCED is housed in the College of Education, at the University of Nevada, Reno. The mission of the NCED is to work cooperatively with agencies and programs to assist Nevadans of all ages with developmental disabilities to be independent and productive citizens, and fully integrated into their communities. This mission is

accomplished by providing interdisciplinary instruction and services, disseminating information on developmental disabilities and service options, providing technical assistance, and conducting program evaluation and research.

Updating the Survey

The Nevada Family Outcomes Survey was developed in 2006 by a representative task force consisting of family members and staff from Nevada Disability Advocacy and Law Center (NDALC), Nevada Parents Educating Parents (PEP), NCED, Part C, NEIS, and Early Childhood Education and Mental Health Services. Identical versions of this questionnaire were sent to 664 families in 2006 and to 916 families in 2007. The response rate was 23% both years. Significant changes were made in 2008 in an effort to streamline the questionnaire with the expectation that more families would complete and return their survey. Part C and the Nevada Interagency Coordinating Council (ICC) agreed to the following questionnaire changes:

- Shorter surveys contribute to higher return rates, therefore, the questionnaire was streamlined and reformatted to fit on one side of a sheet of paper.
- All families received an identical version of the survey with English on one side and Spanish on the other in order to capture individuals who may be more comfortable responding in Spanish but not identified in TRAC as Spanish speaking.
- The cover letter was revised so all families receive it with English on one side and Spanish on the other.
- The 2008 Family Survey consisted of 20 close-ended questions, one open-ended question, and two demographic questions.

Minor revisions were made to the questionnaire for 2009:

- The three questions required by OSEP were articulated more directly for clearer understanding; the “not sure” choice was changed to “undecided” to bring the response options in line with a true Likert Scale.
- Demographic questions were eliminated because they had not historically influenced data analysis.
- Wording was altered slightly to clarify that families were rating how early intervention impacted their lives rather than simply having knowledge of a process or service.
- Families had the option of completing the paper survey and returning it in the postage paid envelope that was provided or they could complete it online.
- The final 2009 survey consisted of 20 close-ended questions and a space for comments.

Survey Method

The 2009 Family Outcomes Survey was sent to 1,471 families with children who had active Individualized Family Service Plans (IFSP) and were receiving services by a program operating through the Bureau of Early Intervention Services for a minimum of six months as of March 27, 2009. The following is a breakdown of the sample population by program/region:

- NEIS South - 837 eligible families
- NEIS Northwest - 409 eligible families
- NEIS Northeast - 51 eligible families
- ESSN - 93 eligible families
- REM - 81 eligible families

A cover letter accompanied each survey, as well as a postage-paid return envelope and a link to the online survey. The cover letter informed families that the surveys would be viewed only by NCED so their responses would remain confidential. Surveys were sent in May 2009, and families were instructed to return them by June 5, 2009.

The response rate to the first mailing was 19% statewide. It is common for unsolicited surveys to have a response rate no better than 20% to a first mailing (Fink, 2003). One strategy to increase response rate is to send a second survey to families who had not returned the first survey. In order to ensure the data were representative of the state, an analysis that examined rate of return by program, race and ethnicity, and city of residence was done. Based on this analysis a random selection of 261 families was made from the remaining sample of families who did not respond to the June mailing. These families were mailed a second survey. Approximately 60 surveys from the initial distribution were returned to NCED by the post office as undeliverable. Part C worked with program staff to validate addresses, and 38 surveys were sent to the updated addresses. A combined total of 299 surveys were sent in July 2009.

Survey Results

A total of 340 surveys were returned, yielding a return rate of 23% (n=1,471). The majority of surveys received were the traditional paper format. Six families completed the survey online, and all six were in English. By program and region:

- NEIS South – 179 returned (21%)
- NEIS Northwest – 106 returned (26%)
- NEIS Northeast – 16 returned (31%)
- ESSN – 18 returned (19%)
- REM – 21 returned (26%)

Overall, the results of the survey were very positive (see Tables 1-7). Based on family satisfaction literature, family responses generally obtain 90% or greater agreement or are rated very high/very satisfied/very pleased in 5 point Likert scales (McNaughton, 1994; Bailey, Scarborough, Hebbeler, Spiker, Mallik, 2004; Hebbeler, Spiker, Bailey, Scarborough, Mallik, Simeonsson, Singer, Nelson, 2007). Statewide, families indicated they agreed 90% of the time, or greater, with most survey questions (see Table 1).

Two questions fell below 90%. Statewide, 83% of families responded that they strongly agree (51%) or agree (32%) with Question 17: *My Early Intervention providers increase my awareness of community resources*; 5% indicated they strongly disagree (2%) or disagree (3%); 12% were undecided. The rate of disagreement with this question does not vary greatly from most other questions on the survey, however, the undecided total is higher. Families routinely respond less positively to this question compared to others in the survey. This continues to be a difficult issue to interpret. The lower approval rating is likely the result of more families being unsure of the question or the service in question rather than being in disagreement.

88% of families responded that they strongly agree (58%) or agree (30%) with Question 18: *The services and supports described in our IFSP are provided in a timely manner*; 6% indicated they strongly disagree (4%) or disagree (2%); 6% were undecided. Statements made by families in the comment section of the survey align with these findings. Most families reported they were satisfied with their early intervention program once they were enrolled, although many also indicated they were unhappy about the long wait to receive services. They felt they did not experience the maximize benefit of early intervention services during a critical stage of their child's growth and development.

OSEP Family Outcome Requirements

Part C must report to OSEP the results for three family outcomes indicators. Past surveys asked several questions that were designed to evaluate family's satisfaction regarding these specific content areas, and the results were compiled and reported. This year, the questions were presented in a more direct format, and are summarized as follows:

Indicator 1: Families know their rights:

Question #5: *Early Intervention helps me know and understand my parent rights.*

Statewide, 93% of families reported they strongly agree (70%) or agree (23%), with this statement.

Indicator 2: Effectively communicate their children's needs:

Question #15: *Early Intervention helps me effectively communicate my child's needs.*

Statewide, 94% of families reported they strongly agree (61%) or agree (33%), with this statement.

Indicator 3: Help their children develop and learn:

Question #2: *My Early Intervention providers show me how I can help my child develop and learn.*

Statewide, 95% of families reported they strongly agree (71%) or agree (24%), with this statement.

Survey Discussion

The 2009 Family Survey results were generally satisfactory. Analysis of the narrative section of the survey found overall comments were positive. The majority of families indicated they were pleased and satisfied with the services and supports they received from their early intervention programs and felt early intervention enhanced their lives and their children's. Families reported they were happy with their child's progress, service providers were professional and knowledgeable, and they felt they worked as a team. Intervention strategies and techniques were useful, and they valued the support they received as a family. Several families reported that their child's transition to early childhood preschool programs went well as a result of the support provided by program staff.

Some comments expressed frustration or provided suggestions for improvement, and focused primarily on excessive time waiting for evaluation, service initiation, and lack of adequately staffed programs. Families reported that wait lists prevented them from accessing timely services, with more than one family waiting in excess of six months for intervention to begin. Families expressed concern regarding the economic crisis, and recognized that budget cuts could affect wait lists, staff shortages, and consistency of services. One family reported they accessed private providers for therapy due to the excessive wait time they experienced.

Surveys were sent in both English and Spanish to all families. A total of 50 surveys were returned in Spanish, although 103 families who returned surveys were identified as Hispanic or Latino in the database provided by Part C. There were 537 families who met eligibility criteria who were identified as Hispanic or Latino, which is 36% of the total sample. The return rate was 30% for this cohort. The overall level of satisfaction for Hispanic or Latino families was marginally higher statewide for all survey questions (see Table 7), and all were above the 90% threshold.

Analysis of race and ethnicity data suggests there is little or no variation in levels of satisfaction when compared to statewide totals. Efforts to engage families from the various race and ethnic group throughout the state resulted in a profile that is still overrepresented by some groups and underrepresented by others.

Total sample breakdown of race and ethnicity (n=1,471):

- White – 682 (46.36%)
- Hispanic or Latino – 537 (36.51%)
- Black or African American – 154 (10.47%)
- Asian or Pacific Islander – 88 (5.98%)
- Native American or Alaska Native – 10 (0.68%)

Return sample breakdown of race and ethnicity (n=340):

- White – 188 (55.29%)
- Hispanic or Latino – 103 (30.29%)
- Black or African American – 21 (6.18%)
- Asian or Pacific Islander – 26 (7.65%)
- Native American or Alaska Native – 2 (0.59%)

A reasonable goal for the next survey is to research strategies used by other states and agencies that may increase the rate of response for underrepresented ethnic groups in order to bring them closer to the enrolled sample. For example, some people may be more willing to answer questions by phone or in another language.

Address errors continue to be a barrier to improving survey response rates and getting adequate representation from programs. Over the course of the survey distribution period, 65 surveys were returned as undeliverable, including such reasons as family moved/no forwarding address, no mail receptacle, box closed, premises vacant, no such number or street, etc. Clearly, families move or exit the program and a certain number of returned surveys are expected. A systematic review of address accuracy is recommended, not only for future survey use, but for accountability as well. Not only are programs strongly encouraged to maintain accurate family contact information in TRAC, but also the Bureau should consider a systematic solution to improving address record keeping.

Participation in the Family Survey is voluntary, however, it is crucial that programs facilitate the survey process. Data gathered through the family survey are a rich and valuable source of information, and will be more accurate, representative, and meaningful to programs when return rates are more robust and reflect the demographic diversity of each program and region.

Citations

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Comments by Program and Region

Nevada Early Intervention Services - South

1. *** in LV is an excellent IFSP member. You would do well to keep her.
2. Our IFSP provider is extremely flexible & understanding to our needs & schedule!
3. I would love to have physical therapy for my son at least 1X a week. Thank you for your great support!!
4. My son is in EI for speech delays. He was first evaluated in July of 08. We have yet to receive help. At 2, my son still isn't talking & we met with a speech therapist 2 weeks ago for the first time.
5. #12 - The best thing we received to know & connect with other families, was the Newsletter. It helped us and our new found friends get connected at activities and learn how all of these different special needs are connected - that we could share similar resources - even if the condition, diseases, or syndromes are different.
6. Great service. They've helped three of my children tremendously.
7. My experience with NEIS was absolutely wonderful and extremely helpful for my family and me. I could not have asked for a more helpful and creative DS. *** and *** were the greatest and very supportive.
8. Having so many foster to adopt children drug and alcohol exposed. They really helped the children and us as parents! Thank you.
9. *** will turn three years and has had communication delay. Now he can't slow down quick enough to talk. Thank you. We'll miss you.
10. *** has been great! She is very supportive of me being a foster mom to a very challenging little boy.
11. Thank you all the staff at NEIS
12. Assisted with older daughter/Child Find.*** is wonderful!"
13. E.I. has been a great help at time to my family. It has also been a learning experience on all parts.
14. This program is a mandatory necessity to Nevada's families. I hope this survey helps lessen or stop its budget cuts!
15. This is a great program. The people are warm and very welcoming. I wouldn't change a thing.
16. It seems that the team comes into my home and they talk amongst each other in their own language and make up their own plan what "they" want to do. Ugh!
17. The reason I marked the ones "undecided" or "disagree" is because my child qualified for speech therapy but didn't receive speech for quite some time and even now she should receive more speech time than she is. I was told the delay was due to "hiring freeze" and budget issues.
18. Our EIS worker was very professional, supportive, and engaged. Top A employee!!"
19. Thank you for all of your help!
20. NEIS does not come enough. Each provider only comes monthly. If I did not have private therapy for my child she would not make the developmental steps she needs.
21. *** was the best. My son really opened up to her and he started to say more words and is starting to move in the right direction. My family and son miss her. We really do appreciate all the things you have done.
22. More visits and classes would help. Budget cuts and mandatory one day off a month is hurting children's success in the future!
23. Early Intervention in my community is great.
24. Great services - thank you!
25. We love our NEIS team. *** is so helpful and has really made this a great experience for us! Thank you for introducing us to this program.
26. Thank you all so much! You have helped my son and my family greatly!
27. I'm very pleased with all services received from EI and could not have done this without the support of a great team of people.
28. Our child qualified in Oct '08 - didn't have an assigned EI person until March '09, won't see a SLP until June '09 - not exactly timely.

29. Everyone that works with me is GREAT!!
30. Keep up the good work. The program has really helped me with everything.
31. I love NEIS. I truly believe my son's PT is the primary factor for my son being able to walk. Our coordinator puts it all together. Thank You! Thank you! Thank you!
32. We love *** - she is invaluable to our family. We miss her so much!
33. My caseworker is excellent. She helps me with anything and everything with my baby - she is the greatest.
34. Our case manager has been so great of a support for us - we would be so lost & overwhelmed without NEIS. This program has been wonderful for both our child & us. Parents of special needs children NEED this program to make it through the early years of their children. Thanks!
35. Special thanks to our dear social worker.
36. I love everything about my E.I. staff and supports. My baby wouldn't be alive if it wasn't for E.I. They taught me how to feed my baby when she was having very extreme feeding problems. She is walking now because of what they have taught us. We would be lost without E.I. My baby girl is more than I could have ever done on my own. Early Intervention is very much needed so many families & children would be lost without them. I know we would be.
37. Services are slow to begin and an uphill battle to receive what you feel your child needs. Lack of speech therapists, with extensive use of support staff to cover needed services. Liberal use of "behavior" problems in lieu of treatment of my son's major issue which was speech delay and which still is in speech delay.
38. ***, ***, and *** have been great! The Rx for the *** has done wonders for ***.
39. I have seen improvement with my child since he's been in Early Intervention.
40. I appreciate all the support we have received from our developmental specialist, occupational therapist, speech therapists, physical therapist, and nutritionist. Each of these individuals has provided "user friendly" suggestions to help our son develop essential skills. They are helping us transition to the school district's early childhood program. They have believed in my ability to help our son & we see the immediate benefits of the services he has received. Early Intervention is essential in helping young children gain skills to overcome challenges, and prepare for success in school.
41. Working with *** and *** has been incredible. *** has not only met our goals for her, but has exceeded them. *** and *** make their time with *** very productive and, perhaps more importantly, have taught me dozens of strategies to apply in our everyday lives in order to turn every moment into an opportunity to work and improve vocabulary, articulation and phonemic abilities. Our family is extremely grateful. Thank you so much.
42. Everybody I have ever dealt with through NEIS has been just wonderful. If I ever have a concern or suggestion it is always embraced and discussed.
43. Thank you for helping our daughter a lot and helping us a lot too. We are so happy too.
44. The wait for evaluation and services is too long.
45. #9 was only bumped down to "agree" because I am the foster parent & need to work closely with caseworker and bio-mom. GREAT JOB! Thank you.
46. I'm very happy with the services. Thank you very much!
47. I am really grateful for NEIS because they have helped my son become more confident & happy in his speaking abilities. They have helped me as a mother rejoice in the little & big successes of my child.
48. Everyone has been wonderful!!
49. We had to wait over 6 months to receive a DS for our daughter. She then quit and no one contacted us. Our daughter is a person yet NEIS treated her as a number. Our current DS is nice, yet will not redo our IFSP. It is still from when our daughter was newborn. Her outcomes have changed! We are still waiting for PT and OT speech evaluations. I realize it is a budget issue but the state needs to assist parents!
50. Great job by everyone. Really focused on helping children make progress. Our providers are so kind and supportive of our son. Many thanks!
51. There was a mix up with the coordinator of the program. We were not really provided one until my son was 2-1/2. But when we did get one she was wonderful.
52. I want to thank all the people from the Early Intervention Service for helping us with our baby. Please do not cancel any more programs for early intervention kids. Thanks to everyone.
53. This is a great program. They are very helpful to us. *** is our provider and she has done a great job. We are very happy to have her working with our foster one. We thank you for all you are

doing for the children.

54. Re: #18 - low rating due to long waiting lists for nutritional & occupational therapy specialists. I know this will only get worse as the state makes budget cuts & staff reductions. Other than that, NEIS specialists have been wonderful & professional to work with.
55. *** is a great case worker. Thank you!
56. I am very grateful for the services we receive. I am confident that *** will be ready for kindergarten.
57. Excellent staff! Thank you for your services!
58. My son's DS is really great! Always very informative and helpful and very understanding. Thank you NEIS!
59. We are very pleased with NEIS services. Without them we would have been in trouble and would have been in the dark because many groups and service providers don't really care about anyone. Thank you for helping us!
60. We are truly grateful for the help with our daughter!
61. Our developmental specialist is the best!
62. *** has been extremely helpful and kind to my son. She's very helpful and outgoing in helping me with services that can help me in the future & present. I have seen a good change in my child due to her great efforts & how she has helped him. Thanks so much.
63. I have been with Nevada Early Intervention since my daughter was 6 months, she is 3 now & no longer in the program, my specialist will be in our hearts forever! Thank you!
64. *** was very caring and knowledgeable. She was a joy to work with.
65. I am very thankful for your services and we hope that you will be available for many families to come.
66. This is a very informative and helpful program. I'm glad I had these services. Thank you.
67. Keep up the good work for those who assist my son's need in any ways. Thank you so much!!!
68. Our DS has been wonderful.
69. Everyone is just wonderful.
70. Thank you for all the support and help that Nevada Early Intervention Services give to me and to all my family. I will never forget all you did to help my son. Thank you!
71. We have not received speech therapy even though I've asked my support coordinator about it every time I've seen her or spoken to her. My son is not developing in speech area & I need help. With his physical therapy we feel like we've been put on the back burner with only one visit a month and my son isn't reaching our IFSP goals if I even know what those are anymore because I've requested an IFSP and we still haven't done it and it's been over 6 months.

Comments translated from Spanish – NEIS South

72. Me, as a mother; I feel like Early Intervention Services have helped me, and my daughter to gain more self-confidence. I appreciate all your help and support.
73. I just want to thank The Early Intervention Services for the great job you have done with my son. The progress was significant (thank you so much). I hope you keep up the great job that you guys are doing, so you can keep helping more children that need your services. Thank you Early Intervention.
74. My son loves the classes with his teacher. Your help really worth it. Thank you!
75. To Whom It May Concern: Thank you so much. Because once again, we have received orientation from the Program on how to deal with my son's needs. Thank you.
76. Early Intervention is the best thing it could ever happen in my life. Because thank God I was fortunate to have teacher ***, and the therapist ***. They both are great human beings. Without their help, I would not be able to support my son. I am very thankful to Early Intervention Services, and all its team for helping mothers like me.
77. Generally, everything was fine. Thank you for all the support.
78. I truly agree and reinstate what I have said. Thank you for helping me with my son ***.
79. Early Intervention has helped me to help and understand my son. Thanks for all the support. My son has made a great progress. And I have learned to work with him, and help him in all his needs. Thank you.
80. I am 100% satisfied with the great help that I have received for my son and his metabolic issue. Everybody from Early Intervention had helped me with my son's treatment. Thank you to all the members for the hard work and dedication to my son. Thanks a lot, and congratulations for helping my son.
81. I really like this program, because sometimes I feel insecure in many ways. And you guys had

- helped me to understand a lot. Thanks to all the people who had helped my son. You guys are so kind.
82. I believe that this program is excellent. I have gained self-confidence being a mother, on my own in this Country. The services have worked as a therapy not only for my daughter, but also for me, and my son who is not even enrolled in the program. My daughter has improved so much. And I have also received advice for my other son. Congratulations to *** and ***, they are very patient and kind.
 83. Your services have helped my daughter to make lots of improvements. This is why I am so thankful to the Nevada Early Intervention Services for all the support.
 84. The *** family appreciates all the help received for my daughter. I appreciate all what you have done. You guys are very kind. Thank you.
 85. The services that I have received from Early Intervention are excellent. They have helped me to understand my daughter's needs. Millions of thanks, for helping my daughter.
 86. Thank you for the help and the patience.
 87. Personally, I have received a lot of help. And I have learned a lot about my daughter's problems.
 88. The only thing that I would like to change from the program is to utilize the home visit time to actually have therapy for my daughter, instead of paperwork.
 89. I think that the therapies should be increased to more than two per month. I feel that the program needs more staff to support our children. Thank you.
 90. Personally, I am very happy for the great support you give to my baby. Thank you so much.
 91. Thank to Early Intervention I have learned how to support my son, and to understand his needs. You are very supportive to my son and my whole family. Thank you all for caring about us.
 92. The physical therapy has been very helpful to my daughter. The therapist is always well prepared. My daughter has been making lots of improvements with her. Sadly, I cannot make the same comment about the language therapy. The therapist is never prepared.
 93. I feel very content with the program. You guys make me feel that we are not alone, and that we always can count on you.

Nevada Early Intervention Services - Northwest

1. My son has been hurt by the budget cuts because he did not receive services for several months after intake, even though this violated federal law time limits. However, the people we have encountered (not just the faceless organization of NEIS) have been tremendous. A huge shout out to ***, an amazing woman who went above and beyond. Also thanks to ***'s kindness and ***'s fun and informative playgroups.
2. It is difficult to assess effectiveness since we have just begun receiving services even though we did the original IFSP several months ago. Something really needs to be done to provide services more quickly.
3. My son only had access to a speech pathologist and a developmental specialist and on occasion an occupational therapist. I think the program really needs some huge improvements!!!
4. We have great service providers who are available & willing to help in any way possible. Unfortunately they are sometimes limited by the state's budget to provide all that my child needs.
5. The only comment I have is, I don't have a number to reach Early Intervention. The only number I have does not go through to anyone.
6. We are thankful these types of services are available to us.
7. The only reason some categories are agree, instead of strongly agree, is that our son had a chronic illness that no one picked up on until I went to a medical professional. His illness prevented him from making progress in many areas of concern w/ his IFSP - however that does not diminish the incredible effort on behalf of all NEIS personnel to try to help him.
8. I just want to say thank you. They helped our son a lot.
9. NEIS has been such an important factor in helping our family succeed in meeting our child's goals and milestones.
10. *** saved my life! With her weekly visits, phone calls and caring support. I am able to cope with my child's autism and help him to thrive. Thank you, NEIS!
11. We are very pleased in the improvement of our child and the support we received. Thank you very much!
12. NEIS has been an educational lifesaver. I know I can always call and get the support I need.
13. I just want to thank the staff at NEIS. They were very helpful in teaching my family how to

- effectively support our child with developmental delays.
14. Just wanted first & foremost to thank the support team in helping me understand my child's strengths & weaknesses. He has benefited so much. The both of us have by the team working so diligently with us. I know more about helping my child progress than I did before. Thank you!
 15. The ladies who worked with my family were great. Although, I would have enjoyed there services more than two or even only one time a month.
 16. Thank you for everything and God bless.
 17. I loved my IFSP and my worker. She helped me out so much and made things so much easier on me and my family. I really don't know what I would have done without her and the doctor's care for my son.
 18. We have a wonderful team that comes to our house. *** and *** are great and they always make sure that my son is along for the ride when they are helping my daughter. They are wonderful!
 19. Our family has been thoroughly impressed with the services offered to us. *** & *** have been invaluable to the development of our twins. They are always quick to respond to my calls and emails. Thank you.
 20. The care coordinator, occupational therapist & physical therapist have been extremely helpful. Like a light in a dark night they have pointed the way through the problems we are facing. Thank you so much for the help.
 21. I am very happy with our providers, however, the state is not meeting federal guidelines with timely services due to lack of funds for providers to be hired.
 22. I wish we had more than 2 visits a month. We are very thankful for everything you have done for us. I wish it didn't end at 3 years old.
 23. I was unsure about putting my son in NEIS at first. But I am so glad I did! He has overcome so much & turned into a new child. I'm so thankful for NEIS & especially grateful to have ***. Without her we wouldn't be where we are!! Thank you!
 24. I love ***. She is a skilled and caring individual. I appreciate her advice and insights. My child's language consistently grows, which is exciting. Working together to help my child feel good. It's nice to be supported.
 25. Early Intervention has helped my baby move, walk, and improve her motor skills. Our lives have improved greatly. Thank you.
 26. Everyone has been great!
 27. My son went from speaking less than ten words to speaking in complete sentences. *** is wonderful with my son, and she has really helped me in meeting his specific needs.
 28. The boys have gotten great benefit from all the wonderful people there! Thank you so very much!
 29. Thank you so very much for all your help in helping my child to be the best she is now!
 30. I was fortunate *** took on services for my son but we waited 8 months for services. Had *** not helped my son he would have turned 3 before he received services. The wait is very hard.
 31. Our caseworker is wonderful and helped us when needed. We are very happy about the services we have received through NEIS. Thank you
 32. Without early intervention I know my child would not be doing as well as he is. I talk about how wonderful the program is with all my friends!
 33. I have been so happy with NEIS. I really am sad to have my son transfer out. NEIS has gone beyond what I expected. I have learned so much and my son has improved in so many ways. Thank you for your amazing program.
 34. Thank you so much for the time, dedication, and love you have shown to my son.
 35. We were on the wait list for months - I feel that my child needed support - In the waiting period to help with her disabilities. I feel that there should be a program device while waiting. We are now receiving assistance, and it could not have come at a better time. Thank you. Her consultant DS is well equipped & knowledgeable.
 36. Early Intervention is inspirational. They give us the tools and goals we need to improve our child's development. They encourage our accomplishments and encourage our involvement in our child's progress.
 37. *** and *** are a great team and both very knowledgeable.
 38. Our family is very happy and satisfied with work provided for my child by the team members of NEIS. Thank you for your services!
 39. Thank you for all your help.
 40. I believe NEIS was much more helpful when my child was younger. I think they really slacked off as my child grew. Maybe it's just that I'm not really happy with my NEW EI provider. My O.T. and

provider don't make an effort to see my daughter. The only person I see regularly is vision and nutrition. What help is that?

41. Words cannot express how much EIS has meant to us and provided us. EIS have been a part of our life since our son was still in the NICU. We would not have made the progress we have were it not for the help and support we have received. Thank you.
42. Thank you very much.
43. Everyone I worked with was kind, attentive, helpful and concerned. They are all wonderful!
44. Our team at NEIS is the best. I don't know what I would do without them.

Comments translated from Spanish – NEIS Northwest

45. My only concern is that the program is too short in staff, and the long waiting list. I have been waiting for almost a year in order to receive therapies for my son. And I really think that is way too long!!!
46. I did not have the opportunity to receive the services. But I really think they are very helpful for our children. Thank you.
47. I would like the program to have more Spanish speakers. Specially the therapists, instead of using a translator. I just think that it would be easier for the children to understand more during therapies. Anyways, I am very appreciated to ***, ***, and *** for all your time and dedication with my son. Thank you.
48. I appreciate all the services that I have received from the Early Intervention' team. My daughter is rapidly progressing. Thank God, and all of you.
49. I really like the services. You all are very polite. I am very happy with the services.

Nevada Early Intervention Services - Northeast

1. I appreciate the services that are offered. Honestly I don't know where we would be without you guys! Thank you so much!
2. Our Early Intervention providers were always available & personable to the needs of all family members & resources.
3. I'm starting to not to like the service my husband and me are getting for our daughter and how to take care of her. Plus, they don't spend enough sufficient time with her to help her learn anything.
4. I really enjoyed *** & *** services, they really helped us in different ways. Thank you.
5. Our Early Intervention team is WONDERFUL. We just had our transition to the School District meeting and they prepared us for that meeting so well I am so grateful!
6. This program is wonderful. My son, I believe, would not have advanced closer to his age appropriate development without this program.
7. I appreciate all the support we have received from our developmental specialist; occupational therapist; speech therapist, and specialists that helped us in the beginning - physical therapist and nutritionist. Each of these individuals has provided "user friendly" suggestions to help our child develop essential skills. They are helping us transition to the school district early childhood program. They have believed in my ability to help our child & we see the immediate benefits of the services he has received. Early intervention is essential in helping young children gain skills to overcome challenges and prepare for success in school.
8. The EI providers are terrific! Very helpful with great ideas. It helped tremendously to have advocates that got to personally know my child and were able to help me understand what things were delays & what was normal. The EI program really helped my child. I just wish there would have been more services (frequency), but understand & was very grateful for what we received.
9. Thanks for all your care and support. My child has benefited greatly from the services. I hope that our poor economy doesn't diminish the support that our children need to succeed and thrive.

Easter Seals of Southern Nevada

1. We love *** and *** the occupational therapist. They are always there and really care. They love their jobs and it shows! - even knows my son's favorite toy!
2. *** has been a wonderful help to my family. She helps me more than the OT & Speech Therapist. I am very grateful to this program. It has been a great support in the beginning, which is very needed. Please don't let the budget cuts effect those who need the most help!!
3. Excellent program. A lot of things that the specialist "point out" to me help me understand more

how to help my child. Without them I would be "lost." Thanks!

4. I love early intervention. It helped my first son and now my daughter. I like this program. They helped me with my children to learn things. Thank you! Very much! I really liked - working with *** my daughter she learned well.
5. I don't know what we would do without Early Intervention. I am not sure where we would be able to get the help we need without it. The services are invaluable.

Comments translated from Spanish – ESSN

6. Thank you! Early Intervention Services for all the support you have gave to my son, and to the many other young kids that need your services.
7. Well, I just have to say that we have some good therapist who come and really do their job. Whereas others, they just come to fill out papers, check on the child, and then they leave without doing their job.

REM of Nevada

1. I am thrilled with progress my child has made with the help of REM. Thank you.
2. *** & *** are special and caring. Patient care is a blessing.
3. We are very pleased with the support and developmental goals our daughter has achieved and will achieve in the future. We only hope that Early Intervention is able to continue providing services, as Nevada's budget cut/crisis continues. Thank you for your hard work and support.
4. Not really sure what this is doing. If it wasn't for us being involved I would TRULY be concerned on ANY progress my child would be doing. There is NO follow through.
5. There are things that could have been done earlier. Still waiting for a tool to use with my child. NO follow through when outsourcing to another company.
6. The service provided will help and give me support but at times I feel pressured by them and I stress out. Sometimes they push their activities too much!
7. All of my child's service providers have been wonderful. I know she would not have made the progress she has without their help.
8. With all the guidance and education that *** & *** have given me for my son he has learned so much since this service started for him & they have taught me a lot in ways to teach him. I thank them for being so wonderful and am happy that there was this kind of service because I think without it I might have been clueless as a first time mom. Thank you all very much.
9. The support & services I receive from our EI providers has been such a blessing to our family. Thank you so much for all you do.
10. Thank you for assisting with our son's developmental needs. We appreciate your dedication & support during his Early Intervention Services!
11. Early Intervention was truly a Godsend. They were great w/ my son & very helpful & supportive. *** was fantastic, *** was wonderful, kind & caring people. Love them & the program. Thanks!
12. I have appreciated so much the knowledge, support & love the team has given my daughter. It has changed her life & our entire family's. The staff was professional, knowledgeable, & so wonderful. Thank you.
13. We are so thankful for this program. Being first time parents and having no real experience with children this program has helped a lot! We have learned so much from our teachers and our son really looks forward to when teacher comes to the house. Thanks again.

Comments translated from Spanish – REM

14. Thanks to the Early Intervention Services for helping my daughter. Nowadays, she is a smart girl who wants to keep learning. Once again, thanks to the whole team.

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Table 1

Statewide	Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		Total (n)	Total Agree (%)
	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	231	68%	94	28%	9	3%	4	1%	2	1%	340	96%
2. My Early Intervention providers show me how I can help my child develop and learn.	242	71%	82	24%	9	3%	7	2%	0	0%	340	95%
3. My child is benefiting from Early Intervention.	232	68%	85	25%	15	4%	4	1%	4	1%	340	93%
4. My Early Intervention provider fully explained my parent rights.	246	72%	82	24%	7	2%	4	1%	1	0%	340	96%
5. Early Intervention helps me know and understand my parent rights.	237	70%	79	23%	14	4%	7	2%	2	1%	339	93%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	238	70%	83	24%	7	2%	7	2%	4	1%	339	95%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	222	65%	96	28%	13	4%	7	2%	2	1%	340	94%
8. My service providers respect and value my culture, language, and individual preferences.	241	71%	88	26%	6	2%	2	1%	3	1%	340	97%
9. I have a key role in all decisions about services and supports for my child and family.	248	73%	78	23%	8	2%	2	1%	4	1%	340	96%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	228	67%	98	29%	9	3%	1	0%	3	1%	339	96%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	199	59%	105	31%	21	6%	7	2%	7	2%	339	90%
12. My service providers help me access the services and supports my child and family needs.	226	67%	85	25%	15	4%	6	2%	7	2%	339	92%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	215	63%	105	31%	11	3%	5	1%	4	1%	340	94%
14. My family's daily routines are used to support my child's development.	225	67%	102	30%	9	3%	0	0%	0	0%	336	97%
15. Early Intervention helps me effectively communicate my child's needs.	208	61%	111	33%	9	3%	8	2%	3	1%	339	94%
16. The supports and services we receive help meet my child's developmental needs.	212	62%	100	29%	14	4%	7	2%	7	2%	340	92%
17. My Early Intervention providers increase my awareness of community resources.	174	51%	109	32%	41	12%	9	3%	7	2%	340	83%
18. The services and supports described in our IFSP are provided in a timely manner.	196	58%	101	30%	22	6%	8	2%	12	4%	339	88%
19. Early Intervention helps me gain confidence in caring for my child.	216	64%	91	27%	23	7%	5	1%	4	1%	339	91%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	223	66%	90	27%	17	5%	3	1%	6	2%	339	92%

Table 2

Nevada Early Intervention Services - Southern Region	Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree	Total	Total Agree
	(n)	(%)	(n)	(%)	(n)	(%)	(n)	(%)	(n)	(n)	(%)
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	123	69%	49	27%	4	2%	1	1%	2	179	96%
2. My Early Intervention providers show me how I can help my child develop and learn.	131	73%	42	23%	5	3%	1	1%	0	179	97%
3. My child is benefiting from Early Intervention.	126	70%	44	25%	7	4%	0	0%	2	179	95%
4. My Early Intervention provider fully explained my parent rights.	138	77%	39	22%	1	1%	0	0%	1	179	99%
5. Early Intervention helps me know and understand my parent rights.	133	75%	39	22%	4	2%	0	0%	2	178	97%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	128	72%	42	24%	4	2%	3	2%	1	178	96%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	117	65%	52	29%	6	3%	3	2%	1	179	94%
8. My service providers respect and value my culture, language, and individual preferences.	128	72%	48	27%	2	1%	1	1%	0	179	98%
9. I have a key role in all decisions about services and supports for my child and family.	129	72%	44	25%	3	2%	1	1%	2	179	97%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	122	69%	47	26%	7	4%	0	0%	2	178	95%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	109	61%	56	31%	9	5%	1	1%	4	179	92%
12. My service providers help me access the services and supports my child and family needs.	122	69%	46	26%	5	3%	1	1%	4	178	94%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	115	64%	56	31%	4	2%	2	1%	2	179	96%
14. My family's daily routines are used to support my child's development.	118	67%	55	31%	2	1%	0	0%	0	175	99%
15. Early Intervention helps me effectively communicate my child's needs.	115	65%	57	32%	2	1%	2	1%	2	178	97%
16. The supports and services we receive help meet my child's developmental needs.	117	65%	49	27%	9	5%	0	0%	4	179	93%
17. My Early Intervention providers increase my awareness of community resources.	99	55%	59	33%	16	9%	2	1%	3	179	88%
18. The services and supports described in our IFSP are provided in a timely manner.	109	61%	52	29%	8	4%	6	3%	4	179	90%
19. Early Intervention helps me gain confidence in caring for my child.	119	66%	49	27%	8	4%	1	1%	2	179	94%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	120	67%	49	27%	8	4%	0	0%	2	179	94%

Table 3

Nevada Early Intervention Services - Northwestern Region	Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		Total (n)	Total Agree (%)
	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	73	69%	26	25%	4	4%	3	3%	0	0%	106	93%
2. My Early Intervention providers show me how I can help my child develop and learn.	76	72%	21	20%	4	4%	5	5%	0	0%	106	92%
3. My child is benefiting from Early Intervention.	67	63%	27	25%	6	6%	4	4%	2	2%	106	89%
4. My Early Intervention provider fully explained my parent rights.	70	66%	28	26%	5	5%	3	3%	0	0%	106	92%
5. Early Intervention helps me know and understand my parent rights.	68	64%	24	23%	8	8%	6	6%	0	0%	106	87%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	72	68%	27	25%	0	0%	4	4%	3	3%	106	93%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	73	69%	26	25%	4	4%	3	3%	0	0%	106	93%
8. My service providers respect and value my culture, language, and individual preferences.	74	70%	25	24%	4	4%	1	1%	2	2%	106	93%
9. I have a key role in all decisions about services and supports for my child and family.	80	75%	21	20%	3	3%	1	1%	1	1%	106	95%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	72	68%	31	29%	2	2%	1	1%	0	0%	106	97%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	64	61%	28	27%	9	9%	4	4%	0	0%	105	88%
12. My service providers help me access the services and supports my child and family needs.	69	65%	25	24%	7	7%	3	3%	2	2%	106	89%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	70	66%	29	27%	3	3%	2	2%	2	2%	106	93%
14. My family's daily routines are used to support my child's development.	73	69%	27	25%	6	6%	0	0%	0	0%	106	94%
15. Early Intervention helps me effectively communicate my child's needs.	65	61%	30	28%	5	5%	5	5%	1	1%	106	90%
16. The supports and services we receive help meet my child's developmental needs.	64	60%	31	29%	4	4%	4	4%	3	3%	106	90%
17. My Early Intervention providers increase my awareness of community resources.	53	50%	32	30%	14	13%	4	4%	3	3%	106	80%
18. The services and supports described in our IFSP are provided in a timely manner.	61	58%	25	24%	11	10%	2	2%	6	6%	105	82%
19. Early Intervention helps me gain confidence in caring for my child.	66	62%	25	24%	9	8%	4	4%	2	2%	106	86%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	67	64%	25	24%	8	8%	1	1%	4	4%	105	88%

Nevada Early Intervention Services - Northeastern Regior	Strongly				Strongly				Total	Total
	Agree	Agree	Undecided	Disagree	Disagree	Disagree	Disagree			
	(n)	%	(n)	%	(n)	%	(n)	%	(n)	(%)
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	12	75%	3	19%	1	6%	0	0%	0	0%
2. My Early Intervention providers show me how I can help my child develop and learn.	9	56%	6	38%	0	0%	1	6%	0	0%
3. My child is benefiting from Early Intervention.	10	63%	4	25%	2	13%	0	0%	0	0%
4. My Early Intervention provider fully explained my parent rights.	13	81%	1	6%	1	6%	1	6%	0	0%
5. Early Intervention helps me know and understand my parent rights.	11	69%	3	19%	1	6%	1	6%	0	0%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	13	81%	2	13%	1	6%	0	0%	0	0%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	10	63%	4	25%	1	6%	0	0%	1	6%
8. My service providers respect and value my culture, language, and individual preferences.	11	69%	4	25%	0	0%	0	0%	1	6%
9. I have a key role in all decisions about services and supports for my child and family.	13	81%	2	13%	0	0%	0	0%	1	6%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	11	69%	4	25%	0	0%	0	0%	1	6%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	8	50%	5	31%	1	6%	1	6%	1	6%
12. My service providers help me access the services and supports my child and family needs.	9	56%	5	31%	2	13%	0	0%	0	0%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	8	50%	7	44%	1	6%	0	0%	0	0%
14. My family's daily routines are used to support my child's development.	9	56%	7	44%	0	0%	0	0%	0	0%
15. Early Intervention helps me effectively communicate my child's needs.	8	50%	7	44%	1	6%	0	0%	0	0%
16. The supports and services we receive help meet my child's developmental needs.	8	50%	7	44%	1	6%	0	0%	0	0%
17. My Early Intervention providers increase my awareness of community resources.	8	50%	2	13%	6	38%	0	0%	0	0%
18. The services and supports described in our IFSP are provided in a timely manner.	8	50%	7	44%	1	6%	0	0%	0	0%
19. Early Intervention helps me gain confidence in caring for my child.	8	50%	5	31%	3	19%	0	0%	0	0%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	9	56%	6	38%	1	6%	0	0%	0	0%

Table 5

Easter Seals of Southern Nevada (ESSN)	Strongly Agree				Strongly Disagree				Total (n)	Total Agree (%)
	(n)	%	(n)	%	(n)	%	(n)	%		
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	11	61%	7	39%	0	0%	0	0%	18	100%
2. My Early Intervention providers show me how I can help my child develop and learn.	13	72%	5	28%	0	0%	0	0%	18	100%
3. My child is benefiting from Early Intervention.	16	89%	2	11%	0	0%	0	0%	18	100%
4. My Early Intervention provider fully explained my parent rights.	12	67%	6	33%	0	0%	0	0%	18	100%
5. Early Intervention helps me know and understand my parent rights.	11	61%	6	33%	1	6%	0	0%	18	94%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	12	67%	4	22%	2	11%	0	0%	18	89%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	11	61%	6	33%	0	0%	1	6%	18	94%
8. My service providers respect and value my culture, language, and individual preferences.	13	72%	5	28%	0	0%	0	0%	18	100%
9. I have a key role in all decisions about services and supports for my child and family.	13	72%	3	17%	2	11%	0	0%	18	89%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	11	61%	7	39%	0	0%	0	0%	18	100%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	10	56%	5	28%	2	11%	1	6%	18	83%
12. My service providers help me access the services and supports my child and family needs.	12	67%	4	22%	1	6%	1	6%	18	89%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	11	61%	5	28%	2	11%	0	0%	18	89%
14. My family's daily routines are used to support my child's development.	12	67%	5	28%	1	6%	0	0%	18	94%
15. Early Intervention helps me effectively communicate my child's needs.	11	61%	6	33%	1	6%	0	0%	18	94%
16. The supports and services we receive help meet my child's developmental needs.	10	56%	6	33%	0	0%	2	11%	18	89%
17. My Early Intervention providers increase my awareness of community resources.	7	39%	6	33%	4	22%	1	6%	18	72%
18. The services and supports described in our IFSP are provided in a timely manner.	9	50%	6	33%	1	6%	1	6%	18	83%
19. Early Intervention helps me gain confidence in caring for my child.	13	76%	2	12%	2	12%	0	0%	17	88%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	12	67%	5	28%	0	0%	1	6%	18	94%

Table 6

REM - Nevada	Strongly				Strongly		Total	Total
	Agree	Agree	Undecided	Disagree	Disagree			
	(n) %	(n) %	(n) %	(n) %	(n) %		(n)	(%)
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	12 57%	9 43%	0 0%	0 0%	0 0%		21	100%
2. My Early Intervention providers show me how I can help my child develop and learn.	13 62%	8 38%	0 0%	0 0%	0 0%		21	100%
3. My child is benefiting from Early Intervention.	13 62%	8 38%	0 0%	0 0%	0 0%		21	100%
4. My Early Intervention provider fully explained my parent rights.	13 62%	8 38%	0 0%	0 0%	0 0%		21	100%
5. Early Intervention helps me know and understand my parent rights.	14 67%	7 33%	0 0%	0 0%	0 0%		21	100%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	13 62%	8 38%	0 0%	0 0%	0 0%		21	100%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	11 52%	8 38%	2 10%	0 0%	0 0%		21	90%
8. My service providers respect and value my culture, language, and individual preferences.	15 71%	6 29%	0 0%	0 0%	0 0%		21	100%
9. I have a key role in all decisions about services and supports for my child and family.	13 62%	8 38%	0 0%	0 0%	0 0%		21	100%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	12 57%	9 43%	0 0%	0 0%	0 0%		21	100%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	8 38%	11 52%	0 0%	0 0%	2 10%		21	90%
12. My service providers help me access the services and supports my child and family needs.	14 67%	5 24%	0 0%	1 5%	1 5%		21	90%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	11 52%	8 38%	1 5%	1 5%	0 0%		21	90%
14. My family's daily routines are used to support my child's development.	13 62%	8 38%	0 0%	0 0%	0 0%		21	100%
15. Early Intervention helps me effectively communicate my child's needs.	9 43%	11 52%	0 0%	1 5%	0 0%		21	95%
16. The supports and services we receive help meet my child's developmental needs.	13 62%	7 33%	0 0%	1 5%	0 0%		21	95%
17. My Early Intervention providers increase my awareness of community resources.	7 33%	10 48%	1 5%	2 10%	1 5%		21	81%
18. The services and supports described in our IFSP are provided in a timely manner.	9 43%	10 48%	1 5%	0 0%	1 5%		21	90%
19. Early Intervention helps me gain confidence in caring for my child.	10 48%	10 48%	1 5%	0 0%	0 0%		21	95%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	15 71%	5 24%	0 0%	1 5%	0 0%		21	95%

Table 7

Statewide - Hispanic/Latino	Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		Total (n)	Total Agree (%)
	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)	(%)
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	69	67%	32	31%	1	1%	1	1%	0	0%	103	98%
2. My Early Intervention providers show me how I can help my child develop and learn.	78	76%	23	22%	2	2%	0	0%	0	0%	103	98%
3. My child is benefiting from Early Intervention.	71	69%	29	28%	2	2%	0	0%	1	1%	103	97%
4. My Early Intervention provider fully explained my parent rights.	71	69%	30	29%	1	1%	1	1%	0	0%	103	98%
5. Early Intervention helps me know and understand my parent rights.	72	70%	27	26%	3	3%	1	1%	0	0%	103	96%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	66	64%	34	33%	1	1%	2	2%	0	0%	103	97%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	67	65%	30	29%	5	5%	1	1%	0	0%	103	94%
8. My service providers respect and value my culture, language, and individual preferences.	77	75%	26	25%	0	0%	0	0%	0	0%	103	100%
9. I have a key role in all decisions about services and supports for my child and family.	72	70%	29	28%	2	2%	0	0%	0	0%	103	98%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	61	60%	38	37%	3	3%	0	0%	0	0%	102	97%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	50	49%	48	47%	5	5%	0	0%	0	0%	103	95%
12. My service providers help me access the services and supports my child and family needs.	70	69%	28	27%	2	2%	2	2%	0	0%	102	96%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	59	57%	41	40%	3	3%	0	0%	0	0%	103	97%
14. My family's daily routines are used to support my child's development.	58	58%	38	38%	4	4%	0	0%	0	0%	100	96%
15. Early Intervention helps me effectively communicate my child's needs.	65	63%	36	35%	2	2%	0	0%	0	0%	103	98%
16. The supports and services we receive help meet my child's developmental needs.	66	64%	35	34%	2	2%	0	0%	0	0%	103	98%
17. My Early Intervention providers increase my awareness of community resources.	54	52%	36	35%	12	12%	1	1%	0	0%	103	87%
18. The services and supports described in our IFSP are provided in a timely manner.	56	54%	38	37%	4	4%	3	3%	2	2%	103	91%
19. Early Intervention helps me gain confidence in caring for my child.	66	64%	33	32%	4	4%	0	0%	0	0%	103	96%
20. Early Intervention supports and services help our child and family make progress toward IFSP outcomes.	71	69%	26	25%	5	5%	1	1%	0	0%	103	94%